

**Listing of Claims:**

(Claims 46-53 and 58 have been amended, claims 59-69 deleted and new claims 70-83 have been added)

1-45. (Previously Deleted)

46. (Currently Amended) A computer-implemented learning method comprising:  
retrieving, by a first computer, materials related to a user;  
permitting, by the computer, the user to access materials regarding a learning user if the user is an institute user, as determined based on an identifier of the user;  
permitting a learning user to access materials for learning;  
monitoring at least one of the users, and updating materials on the user based on the monitoring;  
becoming aware of a learning user's understanding in an area;  
allowing a learning user to access materials on a product of the institute user to learn about the product; and  
keeping track of the fact that said the learning user has accessed materials related to the product accesses the materials on the product, if said the learning user has accessed such materials, so as to allow provide such information to be available to the institute user,  
wherein at least some of the materials accessed can be retrieved by a user from another computer, which can be connected to the first computer through a network,  
wherein the institute user is charged, and  
wherein based on the charging, a learning user is allowed to access materials for learning, and the institute user is allowed to access materials regarding a learning user.

47. (Currently Amended) A computer-implemented learning method as recited in Claim 46,

wherein materials on the product include materials on a feature of the product, and

wherein if said the learning user has accessed ~~accesses~~ materials on the feature of the product, the fact that said the learning user has accessed such ~~accesses the~~ materials is kept track of, so as to allow provide such information to be available to the institute user.

48. (Currently Amended) A computer-implemented learning method as recited in Claim 47 further comprising ~~providing to the institute user notifying the institute user~~ information related to the fact that materials on the feature of the product have been accessed, if such materials have been accessed, so as to help the institute user design the next release of a future version of the product.

49. (Currently Amended) A computer-implemented learning method as recited in Claim 46 further comprising sending information related to the institute user to said the learning user if said the learning user has accessed ~~accesses~~ the materials on the product.

50. (Currently Amended) A computer-implemented learning method as recited in Claim 49,

wherein the information related to the institute user is not sent to at least one user ~~if the at least one user who~~ sells a product not from the institute user, and

wherein the identity of said the product not from the institute user, is determined by the institute user.

51. (Currently Amended) A computer-implemented learning method as recited in Claim 46 further comprising sending an advertisement regarding the institute user to said the learning user if said the learning user has accessed ~~accesses~~ the materials on the product.

52. (Currently Amended) A computer-implemented learning method as recited in Claim 46 further comprising assessing a learning user to determine the user's learning progress after materials for learning have been ~~are~~ presented for the learning user to learn.

53. (Currently Amended) A computer-implemented learning method as recited in Claim 46, wherein at least some of the materials for learning is accessed through a URL an URL.

54. (Previously Presented) A computer-implemented learning method as recited in Claim 46, wherein materials for learning include multi-media materials.

55. (Previously Presented) A computer-implemented learning method as recited in Claim 46, wherein materials for learning include interactive materials.

56. (Previously Presented) A computer-implemented learning method as recited in Claim 46, wherein materials for learning include a scenario for a learning user to follow.

57. (Previously Presented) A computer-implemented learning method as recited in Claim 46, wherein materials for learning include a course led by a person, such course allowing a learning user to learn as the person teaches.

58. (Currently Amended) A computer readable medium comprising a plurality of instructions for learning, said the plurality of instructions, when executed by a computer, resulting in the computer:

retrieving materials related to a user;

permitting the user to access materials regarding a learning user if the user is an institute user, as determined based on an identifier of the user;

permitting a learning user to access materials for learning;

monitoring at least one of the users, and updating materials on the user based on the monitoring;

becoming aware of a learning user's understanding in an area;

allowing a learning user to access materials on a product of the institute user to learn about the product; and

keeping track of the fact that said the learning user has accessed materials related to the product accesses the materials on the product, if said the learning user has accessed

such accesses the materials, so as to allow provide such information to be available to the institute user,

wherein at least some of the materials accessed can be retrieved by a user from another computer, which can be connected to the computer through a network,

wherein the institute user is charged, and

wherein based on the charging, a learning user is allowed to access materials for learning, and the institute user is allowed to access materials regarding a learning user.

59-69. (Deleted)

70. (New) A computer-implemented method for managing learning activities, the method comprising:

tracking a learning activity of a user;

becoming aware of the understanding of the user in an area that is related to a learning activity of the user that is tracked;

receiving a request from an enterprise to access a report corresponding to a learning activity of the user;

determining whether the enterprise could access such a report; and

responsive to determining that the enterprise could access such a report, transmitting at least a portion of such a report to the enterprise, and

wherein the enterprise is charged,

wherein based on the charging, the user is allowed to be involved in a learning activity, and the enterprise is allowed to access a report regarding a learning activity of the user,

wherein the method is implemented in a network environment,

wherein a learning activity for the user is on learning about a service offered by the enterprise, and

wherein if the user has been involved in the learning activity to learn about the service offered by the enterprise, the method further comprises keeping track of the fact that the user has been involved in such activity, so as to allow such information to be available to the enterprise.

71. (New) A method as recited in claim 70, wherein receiving a request from an enterprise comprises receiving a request from the user's employer.

72. (New) A method as recited in claim 70 further comprising determining a learning activity for the user.

73. (New) A method as recited in claim 72, wherein determining a learning activity for the user depends on a need of the user.

74. (New) A method as recited in claim 72, wherein determining a learning activity for the user depends on the educational background of the user.

75. (New) A method as recited in claim 72, wherein determining a learning activity for the user depends on the work experience of the user.

76. (New) A method as recited in claim 70, wherein a learning activity for the user includes a customized learning program regarding a subject for the user, with the customization depending on an attribute of the user.

77. (New) A method as recited in claim 70 further comprising:  
tracking a learning activity of a group of users; and  
generating information corresponding to the learning activity of the group of users, as a group.

78. (New) A method as recited in claim 70 further comprising updating a user profile of the user based on tracking the user, with the profile including information related to the user involvement in a prior learning activity.

79. (New) A method as recited in claim 78, wherein the prior learning activity is related to a training program offered by the enterprise.

80. (New) A method as recited in claim 78 wherein the user can access at least some of the information in the user profile.

81. (New) A method as recited in Claim 70 wherein tracking a learning activity further comprises assessing the understanding of the user in an area.

82. (New) A method as recited in claim 70, wherein a learning activity of the user includes using materials accessed through a URL.

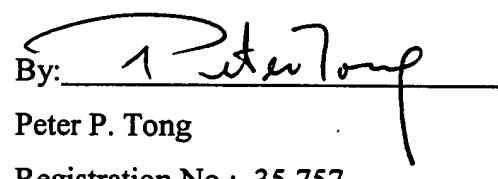
83. (New) A method as recited in claim 70, wherein a learning activity of the user includes having the user follow a scenario.

84. (New) A method as recited in claim 70, wherein a learning activity of the user includes a course led by a person, such course allowing the user to learn as the person teaches.

Dated: September 4, 2004

Respectfully submitted,

Peter P. Tong  
1807 Limetree Lane  
Mountain View, CA 94040  
(650) 625-8192

By:   
Peter P. Tong  
Registration No.: 35,757